

**APPROVED & ADOPTED BY TECB AT THE
REGULARLY SCHEDULED TECB MEETING ON AUGUST 17, 2022.**

**Meeting Minutes
Tennessee Emergency Communications Board
May 4, 2022**

The Tennessee Emergency Communications Board (“TECB”) convened a meeting on Wednesday May 4th, 2022, at 9:30 a.m. in Conference Room 1-A, at Davy Crockett Tower in Nashville, TN with a quorum of members in person and no members joining via telephone.

Executive Director Curtis Sutton called the meeting to order. Seven (7) of nine (9) appointed members were present for the meeting.

- The following member(s) attended the meeting physically:
 - o Brad Anders
 - o Mark Archer
 - o Ross Colona (Comptroller designee for this meeting only due to Greg Cothron’s absence)
 - o Hon. Blake Lay
 - o Steve Martini
 - o Phillip Noel
- The following member(s) attended the meeting electronically:
 - o Jennifer White
- The following member(s) did not attend the meeting:
 - o David Crews
 - o Dan Springer

A quorum being present, Executive Director Sutton commenced the meeting.

I. Comment Period

- At the time of the meeting, no members of the public signed up to comment before the Board.

II. Approval of Minutes

The minutes of the Board’s February 2, 2022, meeting were reviewed. Mayor Lay moved to approve the minutes. Member Anders seconded the motion. The Board members present voted unanimously to adopt and approve of the minutes.

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III. Staff Reports

A. Report of the Executive Director

i. Call Volume, Misroute and Outages Report

During the 3rd quarter of fiscal year (FY) 2022, call volumes increased by 4.5% over the same quarter FY 2021. The quarter reported an 8% decrease in call volume from the previous quarter, which is consistent with previous years. Fiscal Q3 has always been the lowest call volume quarter in Tennessee since tracking began in 2015, however this is the first time that call volume has exceeded 800k calls.

On average, just under 90% of all 911 calls in Tennessee were reported with a Wireless Class of Service Phase I or Phase II. Wireless call volume had been steadily increasing since the pandemic began in early 2020 but seems to be holding steady around 90% for the last year. The top 3 carriers delivered over 85% of the call volume for the 3rd quarter of FY 2022—Verizon Wireless, AT&T Mobility, and T-Mobile. For the first time since tracking began, Sprint was surpassed in call volume this quarter by another wireless carrier, US Cellular, (presumably due to the transition to T-Mobile).

Throughout the quarter, the highest call volumes per public safety answering point (PSAP) remain consistent with the previous year. The Top ten (10) PSAPs supported, on average, over 57% of all requests for assistance within Tennessee. They processed 157,584 total calls per month, on average, while the remaining PSAPs in the state processed 116,644.

With the transition to the new network, PSAPs are now responsible for reporting call-handling and other troubles to their respective vendors (it could be AT&T or another third party). ESInet circuit and call-handling as a service (CHaaS) issues are reported directly to the AT&T resolution center. AT&T is providing the Tennessee Emergency Communications Board (TECB) with a summary of tickets reported each month; in the 3rd quarter of FY 2022, 245 trouble tickets were opened across the state.

Highlights for call volume and trouble tickets are as follows:

- Wireless calls represented 89% of all calls for the 3rd quarter of FY 2022.
- The Top 3 Wireless Carriers delivered over 85% of all 911 calls in Tennessee.
- The Top 10 Call Volume PSAPs were unchanged, processing over 57% of all calls.
- In the 3rd quarter of FY 2022, 245 trouble tickets were opened or automatically generated

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by AT&T.

ii. NG911 Contract Update

We held a series of roadshows in Jackson, Nashville, and Knoxville in March. They were very well attended, and the presentations were well received. We were able to address numerous questions regarding the functionality of the network and the deployment plans.

We have executed fifty-five (55) agreements for special construction for the redundant connections at the PSAPs. This is eighteen (18) more than reported at the February meeting. The special construction costs are part of the RFP and contract. The overall costs contained in the MOUs are below the budgeted cost in the NG911 contract.

We have been working with AT&T and Central Procurement to execute MOU #1. MOU #1 will add:

- Transitional Data Management Services (TDMS) that we currently procure from the NetTN agreement. TDMS under this agreement will be at a rate approximately 5% less than the NetTN rate; and
- A non-recurring fee for additional Call Handling as a Service (CHAAA) workstations; and
- New end site addresses to be connected to the 911 network for PSAPs that are moving locations; and
- Connectivity services for two Intrado peering datacenters of the Tennessee Highway Patrol (THP) network in anticipation of an interagency agreement between the TECB and THP so that to the THP can utilize our 911 network and procure 911 services for their network and PSAPs through our contract.

iii. TECB Activities

We have drafted an RFP for our on-line training platform. Our current contract with V-Academy expires on October 31st. The on-line training platform provides a direct benefit to the frontline operations of 911 in Tennessee, saving local jurisdictions significant time and money. It allows local 911 personnel to meet Tennessee's training requirements while reducing travel, staffing, and tuition costs on ECDs. During fiscal year 2021, there were over 2800 users registered on the platform, averaging more than 1100 hours of training each month. We will issue the RFP as soon as we have the appropriate State approvals.

The T-CPR quality assurance and reports were due on April 1st. Out of the one hundred (100) 911 districts in Tennessee, we had sixty-eight (68) districts turn in some type of report or information regarding T-CPR. Out of those sixty-eight (68) districts, thirty-eight (38) sent in completed

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reports. Those reports ensured T-CPR training for 911 personnel, a copy of the district quality assurance policy, and defined metrics in accordance with Rule 0780-06-02-.06(4)(a)(4).

We have contacted the thirty-two (32) districts that didn't submit their reports. We also plan to contact the districts that submitted incomplete reports; however, recognizing districts may need assistance, we plan to hold a Training Committee meeting this summer to develop a standardized form districts can use to submit their report and recommend some best practices.

As usual, at the end of the packet are the one-page information sheets that will be added to our website. These sheets are updated quarterly before each Board meeting. We encourage the 911 community to review and utilize these information sheets.

iv. Legislative Update

a. HB2729 by Ogles/SB2827 by Hensley

As introduced, requires the emergency communications board to annually publish on its website its report to the governor and speakers of the general assembly on its activities for the preceding year; requires the board to include in its report any suggestions received from any source on amending the Emergency Communications District Law.

Last Action Date – 04/19/2022

House – Deferred to Summer Study in Finance, Ways, and Means Subcommittee

Senate – **Passed**

b. HB2683 by Carringer/SB2871 by Bailey

As introduced, makes emergency communications personnel eligible for early service retirement when the employing entity has elected to offer this benefit; requires the employing entity to be responsible for 100 percent of any increased cost necessary to provide this benefit to the emergency communications personnel.

Last Action Date – 04/08/2022

Signed by Governor

c. HB1450 by Doggett/SB1314 by Hensley

As introduced, authorizes each municipality, county, or metropolitan government to impose a public safety surcharge for purposes of providing public safety services;

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specifies the manner by which the surcharge must be approved by the local government and the purposes for which the surcharge must be used.

Last Action Date – 03/22/2022

House – Returned to the Clerk's Desk

Senate – Assigned to General Subcommittee of Senate State and Local Government

d. HB2473 by Bricken/SB2384 by Gardenhire

As introduced, requires emergency communications districts (ECDs) to utilize the direct dispatch method in response to emergency 911 calls and one of three methods in response to non-emergency calls; requires that all emergency 911 calls, with the exception of misrouted calls, be dispatched without being transferred; authorizes ECDs to transfer non-emergency calls at the discretion of the dispatcher via attended transfer; adds emergency call takers and public safety dispatchers and emergency services personnel to definition of first responder for certain purposes.

Last Action Date – 03/01/2022

House – **Failed** in Departments & Agencies Subcommittee of State Government Committee

Senate – Passed on Second Consideration, referred to Senate State and Local Government Committee

e. HB2049 by Bricken/SB1975 by Gardenhire

As introduced, changes how the emergency communications board calculates the amount of funding each emergency communications district receives annually.

Last Action Date – 02/02/2022

House – Assigned to s/c Departments & Agencies Subcommittee

Senate – Assigned to General Subcommittee of Senate State and Local Government Committee

f. HB0872 by Bricken/SB0996 by Gardenhire

As introduced, requires the state emergency communications board to promulgate rules to establish uniform standards for 911 emergency communications districts that include

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uniform dispatching requirements and standards and that require emergency communications districts to be staffed by employees or contract workers of the districts; exempts certain urban counties from the requirement

Last Action Date – 04/06/2021

House – Taken off notice for calendar in s/c Departments & Agencies Subcommittee of State Government Committee

Senate – Passed on Second Consideration, refer to Senate State and Local Government Committee

g. HB2600 by McKinzie/SB2489 by Briggs

As introduced, authorizes a local governmental entity having a non-centralized purchasing authority to, by resolution or ordinance of its governing body, increase the threshold over which public advertisement and sealed competitive bids or proposals are required to an amount not to exceed \$25,000 for nonemergency, nonproprietary purchases.

Last Action Date – 04/25/2022

House – **Passed**

Senate – **Passed**

B. Report of the Fiscal Director

i. FY2022 TECB Financial Update

Actual TECB expenditures from July 1, 2021, through March 31, 2022, were \$93,092,428.95 and \$98,916,768.31 revenues were recorded.

A comparison schedule of the financial status through the same period last fiscal year was included in your packet. Major highlights to note are:

1. Decrease of Third Party Professional Services resulted from reduced consulting and cybersecurity costs.
2. Decrease in Grants and Subsidies was result of \$2 million decrease in Section 130 distribution to ECDs.

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3. \$1.5 million decrease in Computer Related Items was mainly because FY2020 payments to ATT were higher because of start-up cost for the CHaaS program first one-hundred (100) seats.
4. Surcharge revenues are about 31% higher resulting from an approximate 30% surcharge increase.
5. The \$300 prior year refund was an adjustment from the state's World Travel contract for a trip in a prior year.

ii. District Financial Status

As of April 25, 2022, eighty-one (81) districts have FY2021 audits on file with the Comptroller of the Treasury. Six reported negative changes in net position and of these six, only two had negative change greater than depreciation expense and two had 3 or more consecutive years of negative change and Policy 6 requirements will be initiated. Several had positive changes and were removed from last year's Policy 6 assistance list.

All districts have FY2022 budgets of file with TECB.

iii. Fund Balance

The ending FY2021 fund balance on July 1, 2021, was \$ 35,482,737.34. The amount of cash in the Emergency Communications Fund changes with daily transactions and on April 21, 2022, the fund balance was \$39,376,513.86.

iv. Summary of CHaaS and NON-CHaaS Finances

Appropriate adjustments have been made to the bi-monthly and controller subsidy distributions in accordance with agreements for CHaaS participation by ECDs. (Bedford, Benton, Carter, Chester, Dickson, Dyer, Fayette, Giles, Hamblen, Hardeman, Haywood, Jackson, Johnson, Kingsport, Lauderdale, Lawrence, Madison, Marshall, Maury, Meigs, Monroe, Montgomery, Obion, Roane, Robertson, Unicoi, Union, Washington, and Wilson).

C. Report of the Assistant Director/General Counsel

Assistant Director & General Counsel Benjamin Glover reported to the Board that he

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provided the Dept. of Revenue two different staff maintained lists of entities that should be subject to and paying the 911 surcharge fee. This will allow the Dept. of Revenue to cross reference against their databases to identify any entities not paying or identified to be subject to the 911 surcharge.

IV. Vendor Reports

A. AT&T Updates

Jimmy Lichtenstein gave a report on AT&T's progress on migrating PSAPs from NetTN to the AT&T ESInet.

B. MCP After Action Review Report

Nicola Tidey and Jamie Sullivan of Mission Critical Partners presented an update on cyber security assessments and our progress on Text-to-911.

C. Report from Zetron Re: Migration and Text-to-911

Diane Harris, Product Manager, attend via phone on behalf of Zetron.

V. New Business

A. Operations Advisory Committee Recommendation

On September 23, 2020, the Operations Committee discussed proposed changes to TECB Revenue Standards, the T-CPR Rule, and PSAP Standards. PSAP Standards remains on the committee's project list.

During the April 15, 2021, meeting, it was proposed that determining core services applicable to every PSAP would be essential before attempting assignment of standards and/or cost. A proposed list of core services was discussed and insufficient data was available to define core services.

On April 7, 2022, the Committee developed the enclosed list of PSAP core services. The Committee recommends the Board adopt this list as PSAP core services for future discussions on standards and costs.

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Recommendation: **Adopt the PSAP Core Services as Recommended by the Operations Advisory Committee.**

Board Motion: Member Martini moved to adopt the PSAP Core Services as recommended by the Operations Advisory Committee. Mayor Lay seconded the motion. The Board members present voted unanimously in favor of the motion.

B. GIS Committee Recommendation

On February 15, 2022, the GIS Committee met and recommended changes to the current GIS data standards to align them with NENA Sta 006. V2. A copy of the TN GIS Data Standards for NG911 with the changes incorporated is attached.

Recommendation: **Approve the amended TN GIS Data Standards with changes based on NENA Sta 006. V2.**

Board Motion: Mayor Lay moved to approve the amended TN GIS Data Standards with changes based on NENA Sta 006. V2. Member Anders seconded the motion. The Board members present voted unanimously in favor of the motion.

C. Merge PSAP Technology Committee with Operations Advisory Committee

The PSAP Technical Committee was created in August 2020. At the time of creation, five members were appointed. Subsequently, one member has retired, and one member has resigned. Attempts to convene the committee have been unsuccessful. The staff recommends the PSAP Technical Committee be merged with the Operations Advisory Committee. The Operations Committee approved this recommendation at its last meeting, noting that the three members of the PSAP Technical Committee should be added to the membership of the Operations Advisory Committee.

Recommendation: **Merge the PSAP Technology Committee with the Operations Advisory Committee.**

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Board Motion: Mayor Lay moved to merge the PSAP Technology Committee with the Operations Advisory Committee. Member Archer seconded the motion. The Board members present voted unanimously in favor of the motion.

D. Nominations for Chairman & Vice-Chairman

The Board's chair and vice chair terms will expire on July 1, 2022. Pursuant to the Board's bylaws, the Board shall nominate candidates for chair and vice chair at the meeting prior to the expiration of the current officers' terms. The Board will subsequently vote to elect officers from the nominated candidates at its next meeting

Chairman: Steve Martini was nominated by Chairman Noel

Vice Chairman: Brad Anders was nominated by Steve Martini

VI. Adjourn

Date for Next Meeting: Wednesday, August 17, 2022, at 9:30 Central Time.

APPENDICES:

- **Appendix A:** Board Vote Tracker for May 4, 2022
- **Appendix B:** Board Packet for May 4, 2022 Meeting